State Personnel Board (SPB)
Bilingual Services Program
2003/2004 Statewide Language Survey
User's Guide

To Access our Language Survey Website, you may log on to SPB's main Web page under Bilingual Services Program/Language Survey.

The requirements to use the Language Survey On-Line System are:

- IE 4.0 or Netscape 4.0 or better
- Accept Cookies
- Ability to access SPB's Website
- Adobe Acrobat Reader 4.0 or better
- Allow Java Scripts

Good planning and organization before the survey begins is the key to accurate information.

All individuals employed in public contact positions are to participate in the survey, regardless of whether or not they possess a second language skill. The department is broken down into units. A unit is the **location, office, or facility** where the public contact takes place. A single physical location can contain more than one unit if the services provided to the public are distinct. For instance, an office may serve both licensing and public clients, and the office staff may be specialized. In this case, the location may contain two units. If this is the case, staff will be reported in one unit or the other. **No one should be counted twice.**

Most departments will have many units, so they need a way to collect those units into manageable groups. We will call these **Reporting Groups**. These groups may represent Regions, Divisions, Boards, or Commissions.

The Language Survey Coordinator may appoint Reporting Assistants to assist in the collection and entry of data. These reporting assistants may enter data for the Department, or for a specific reporting group.

Language Survey

INTRODUCTION

The Dymally-Alatorre Bilingual Services Act (Act) requires state departments to conduct a biennial survey of their public contacts, by language, and report the results to the State Personnel Board (SPB) by March 31st of every even-numbered year. The language survey collects information relative to the number of bilingual staff employed in public contact positions, the number and percentage of contacts received from non- or limited-English speaking individuals served by state departments and a variety of other relevant information to document their compliance with the Act.

The forms, instructions and other related information provided on this Web site are for use in conducting and reporting the department's language survey data. Each department must designates a Language Survey Coordinator who is responsible for overseeing the administration of its survey and for ensuring that complete and accurate information is reported to the SPB.

2003-2004 Language Survey

FORMS, INSTRUCTIONS, AND INFORMATION

- Language Survey Checklist
- Bilingual Services Act Compliance Report
  (Available on-line January 2004)
- Deficiency Report & Corrective Action Plan
  (Available on-line January 2004)
- Recommended Staffing Summary & Plan for Delivery of Service
  (Available on-line January 2004)
- Identifying Bilingual Position Needs and Calculating Deficiencies - WORD Document
- Language Identification Guide
- Language Survey Training Memorandum - WORD Document

- Form A - Departmental Information
- Form B - Public Contact Tally Sheet
- Form C - Public Contact Employee Identification
- Form D - Unit Staff Summary
- Form E - Unit Contact Summary
- Internal Populations Counts
- Form G - Request for Exemption
- Ethnologue: Languages of the World

State Personnel Board Home Page

Language Survey Login ⟵

Language Survey

Login.cfm

Current Users... Please Login	
User ID:	
Password:	
	Continue

→ New Users Sign Up Here

Instructions and Forms

Exit to the SPB Home Page

The Dymally-Alatorre Bilingual Services Act requires State departments to conduct a biennial survey of each of their local offices and report to the State Personnel Board the number of bilingual employees in public contact positions including the language in which they are certified, the number of bilingual staffing deficiencies, and the number and percentage of limited or non-English speaking clients served by the department. This website is designed to provide department Language Survey Coordinators with a tool to submit survey results to the State Personnel Board and calculate bilingual deficiencies. These calculations will become part of the required survey documentation.

This is the Login Screen for the Language survey program. New users will click the "New Users Sign Up" button. Approved users will fill in their User ID and Password.

Language Survey

BILINGUAL SERVICES PROGRAM

Language Coordinator Account
Master Account for Implementation Plan
Sign-Up

Please Pick Your Department
TRADE AND COMMERCE AGENCY ▾
⦿ I am the master account holder. I can enter data for the Implementation Plan.
○ I am the department level coordinator. I can enter data for any unit in the department.
○ I am an assistant reporting coordinator. I can enter data for specific units in the department.
⟶ [Continue]   [Exit]

Our New User is signing up as a Department Level coordinator. This means that she will be able to approve new assistant coordinators, create reporting groups, and view, enter, and edit data for all the Reporting Groups in the Department.

Language Survey

BILINGUAL
SERVICES
PROGRAM

First Name:	Barbara	Last:	Hatfield		
Address:	801 Capitol Mall			**IMS:**	
City:	Sacramento	State: CA	Zip: 95814		
Email:	Bhatfield@spb.ca.gov				
	If you do not have an e-mail address, type *None*				
Phone:	916-651-7839	**Extension:**			

→ Sign Me Up

Exit

Barbara (User) fills out the requested information and clicks the "Sign Me Up" Button.

Language Survey

BILINGUAL
SERVICES
PROGRAM

2003 Language Survey

  ADMINISTRATIVE FUNCTIONS: View / Define Surveys Select, Add or Edit a Reporting Group View/Approve Reporting Assistants **SURVEY INFORMATION DATA ENTRY** Change My User Information Add/Edit Units Enter Employee Staff Census-Form_D Enter Unit Contact Tally Summaries-Form_E Calculations/Reports **Log Off**	## Your Information has been changed. User ID: BHatfield Password: X X X X X X X X X X X X X Department: TRADE AND COMMERCE AGENCY Reporting Group: Master Email: BHatfield@spb.ca.gov First Name: Barbara Last Name: Hatfield Phone: 916-651-7839 Extension: Address: 801 Capitol Mall Sacramento, CA 95814 IMS: If you have any questions, please call the Bilingual Services Unit at (916) 651-8417.

A confirmation page is displayed. The User should print this page for reference.

Language Survey

Login.cfm

Current Users... Please Login	
User ID:	BHatfield
Password:	**************
→	Continue

New Users Sign Up Here

Instructions and Forms

Exit to the SPB Home Page

The first user (Master User) for the department must be approved by SPB. It should take no more than one day. The user logs in using the User ID and Password on the Confirmation Page.

Language Survey

BILINGUAL SERVICES PROGRAM

2003 Survey

The following survey is available for Data Entry and Edit.					
Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
2	2003 Language Survey	2003			Edit Survey Info

PICK A DIFFERENT SURVEY TO WORK ON

This is the main menu for the Departmental Language Survey Coordinators. The first task is to define Survey Dates.

Language Survey

BILINGUAL
SERVICES
PROGRAM

2003 Language Survey

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Survey Number 2

SURVEY DATES

	Start (mm/dd/yyyy)	End (mm/dd/yyyy)
Week1		
Week2		
Survey Year:	2003	Criteria: 5 ▼ Percent
Survey Name	2003 Language Survey	

Change this record

Survey weeks must be non-consecutive. The Criteria refers to the formula the department uses to establish bilingual positions. The Act required departments to staff bilingual positions if any local office receives 5% or more contacts, but some departments choose to use 2.5% as their criteria.

Language Survey

2003 Language Survey

Instructions and forms
ADMINISTRATIVE FUNCTIONS:
View / Define Surveys
Select, Add or Edit a Reporting Group
View/Approve Reporting Assistants
SURVEY INFORMATION DATA ENTRY
Change My User Information
Add/Edit Units
Enter Employee Staff Census- Form_D
Enter Unit Contact Tally Summaries- Form_E
Calculations/Reports
Log Off

SURVEY DATES

	Start (mm/dd/yyyy)	End (mm/dd/yyyy)
Week1	01/01/04	01/08/04
Week2	02/01/04	02/08/04
Survey Year:	2003	Criteria: 5 ▼ Percent
Survey Name	2003 Language Survey	

→ Change this record

With the Survey Dates defined, you will need to choose "change this record" to save these dates.

State of California Language Survey System

Language Survey

BILINGUAL
SERVICES
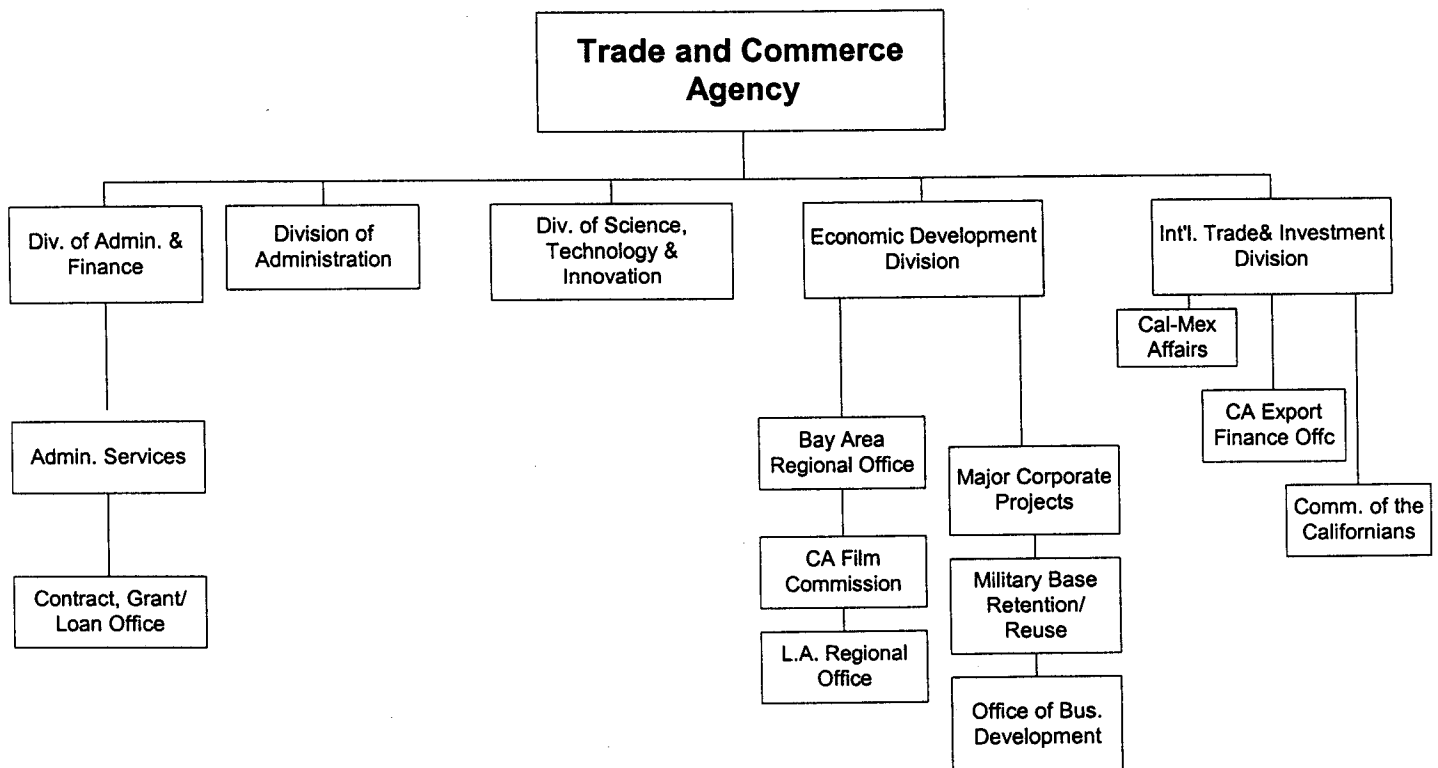PROGRAM

2003 Language Survey

<table>
<tr><td colspan="2">

Instructions and forms

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION. DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

</td>
<td>

EditSurveyResults.cfm

Survey Number	Survey Name	Survey Year	Start	End	Criteria
2	2003 Language Survey	2003	01/01/2004 / 02/01/2004	01/08/2004 / 02/08/2004	5 %

The Survey information has been saved.

</td></tr>
</table>

Selecting, Adding or Editing a Reporting Group

Now it's time to define the Reporting Groups so Units can be defined and Reporting Assistants can be assigned. Selecting the above function will allow you to add or edit a Reporting Group.

SAMPLE DEPARTMENT

```
                        ┌──────────────────────┐
                        │  Trade and Commerce  │
                        │       Agency         │
                        └──────────────────────┘
```

Div. of Admin. & Finance	Division of Administration	Div. of Science, Technology & Innovation	Economic Development Division	Int'l. Trade& Investment Division

Under Div. of Admin. & Finance:
- Admin. Services
- Contract, Grant/ Loan Office

Under Economic Development Division:
- Bay Area Regional Office
  - CA Film Commission
  - L.A. Regional Office
- Major Corporate Projects
  - Military Base Retention/ Reuse
  - Office of Bus. Development

Under Int'l. Trade& Investment Division:
- Cal-Mex Affairs
- CA Export Finance Offc
- Comm. of the Californians

> Our Sample department, Trade and Commerce Agency, has an organizational structure that looks like this:

Language Survey

2003 Language Survey

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Reporting Groups are *sub-department* level collections of Units. You may designate *Associate Survey Coordinators* for organizational functions such as Boards, Commissions,Facilities or Institutions to assist you in collecting and reporting survey data. **You will add units to these reporting groups!**

The following Reporting Groups are on file for your Department:

Add a New Reporting Group

• Division of Administration and Finance	Change Group Name	Delete Reporting Group
• Division of Science, Technology, & Innovation	Change Group Name	Delete Reporting Group
• Division of Tourism	Change Group Name	Delete Reporting Group
• Economic Development Division	Change Group Name	Delete Reporting Group
• Economic Research and Strategic Initiatives	Change Group Name	Delete Reporting Group
• Infrastructure and Economic Development Bank	Change Group Name	Delete Reporting Group
• International Trade and Investment Division	Change Group Name	Delete Reporting Group
• Marketing and Communications	Change Group Name	Delete Reporting Group
• Master	Change Group Name	
• Office of the Secretary	Change Group Name	Delete Reporting Group

---

Adding a new Reporting Group will create a sub-department level so you can designate Associate Survey Coordinators for organizational functions such as Boards, Commissions, Facilities or Institutions to assist you in collecting and reporting survey data. This feature allows you to also change/delete a present Reporting Group if necessary.

Language Survey

BILINGUAL SERVICES PROGRAM

2003 Language Survey

Instructions and forms	Add Reporting Group to TRADE AND COMMERCE AGENCY	
ADMINISTRATIVE FUNCTIONS:	Add Reporting Group:	Report Group Name: Administration
View / Define Surveys		
Select, Add or Edit a Reporting Group	Click Here to Add This Reporting Group ←	
View/Approve Reporting Assistants		
SURVEY INFORMATION DATA ENTRY		
Change My User Information		
Add/Edit Units		
Enter Employee Staff Census-Form_D		
Enter Unit Contact Tally Summaries-Form_E		
Calculations/Reports		
Log Off		

Enter the name of the first reporting group you wish to add, Administration.

State of California Language Survey System

Language Survey

Instructions and forms

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Reporting Group Name:Administration has been added.

Continue adding Reporting Groups until all have been added and then you can log off the system.

Language Survey

BILINGUAL SERVICES PROGRAM

Login.cfm

Current Users... Please Login	
User ID:	
Password:	
	Continue

New Users Sign Up Here ←

Instructions and Forms

Exit to the SPB Home Page

The Language Survey Coordinator has designated Stone Phillips as a Reporting Assistant for Division of Science, Technology & Innovation. Stone signs up by using the "New Users Sign Up Here" function.

Language Survey

BILINGUAL
SERVICES
PROGRAM

Language Coordinator Account
Master Account for Implementation Plan
Sign-Up

Please Pick Your Department
TRADE AND COMMERCE AGENCY ▾
◯ I am the master account holder. I can enter data for the Implementation Plan.
◯ I am the department level coordinator. I can enter data for any unit in the department.
◉ I am an assistant reporting coordinator. I can enter data for specific units in the department.

[Continue]

[Exit]

Language Coordinator Account
Master Account for
Sign-Up

Language Survey

BILINGUAL
SERVICES
PROGRAM

First Name: Stone	Last: Phillips	
Reporting Group:	Division of Science, Technology, & Innovation ▼	
Address:	801 Capitol Mall	IMS:
City:	Sacramento State: CA Zip: 95814	
Email:	sphillips@spb.ca.gov If you do not have an e-mail address, type *None*	
Phone:	916-651-9017 Extension:	

Sign Me Up

Exit

Stone selects Division of Science, Technology & Innovation from the Reporting Group List.

Welcome to the Language Survey Program
and the Implementation Program Questionnaire Process!

Signup Complete
  Please print this out for future reference. If you forget your password,
Call the State Personnel Board Language Survey Program (916.651-8220).

User ID: SPhillips
Password: X X X X X X X X X X X X ⬅

Department: TRADE AND COMMERCE AGENCY
Reporting Group: Division of Science, Technology, & Innovation
Email: sphillips@spb.ca.gov
First Name: Stone
Last Name: Phillips
Phone: 916-651-9017
Extension:
Thank you for signing up. Please notify your Department's Bilingual
Services Coordinator so they can activate your logon. You will not be able
to access this account until you have been activated. If you have any
questions, or if your account is not active within 24 hours, please call your
Departmental Bilingual Services Coordinator.

[Return Login Page]

Language Survey Sign-In

Implementation Plan Sign-In

Language Survey

BILINGUAL
SERVICES
PROGRAM

Login.cfm

Current Users... Please Login	
User ID:	BHatfield
Password:	*************
	Continue

New Users Sign Up Here

Instructions and Forms

Exit to the SPB Home Page

The Language Survey Coordinator Logs Back on.

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State of California Language Survey System

Language Survey

2003 Language Survey

EditSurveyResults.cfm

Survey Number	Survey Name	Survey Year	Start	End	Criteria
2	2003 Language Survey	2003	01/01/2004 02/01/2004	01/08/2004 02/08/2004	5 %

The Survey Information has been saved.

Instructions and forms

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

The "View/Approve Reporting Assistants" function will allow view of the Reporting Assistants for Your Department wherein you can approve, disapprove, or delete an Assistant.

Language Survey

BILINGUAL SERVICES PROGRAM

2003 Language Survey

Language Survey Reporting Assistant Approval

The following Users have signed up as Reporting Assistants. You may approve or disapprove them now.

Name	Reporting Group	Authorized	
Stone Phillips	Division of Science, Technology, & Innovation	No	approve disapprove delete
John Brown	Administration	Yes	approve disapprove delete
Jane Doe	Economic Development Division	Yes	approve disapprove delete
Juana Escutia	Master	Yes	approve disapprove delete

The Language Survey Coordinator approves Stone Phillips to be the Reporting Assistant for the Division of Science, Technology, & Innovation.

Language Survey

2003 Language Survey

Instructions and forms
ADMINISTRATIVE FUNCTIONS:
View / Define Surveys
Select, Add or Edit a Reporting Group
View/Approve Reporting Assistants
SURVEY INFORMATION DATA ENTRY
Change My User Information
Add/Edit Units
Enter Employee Staff Census- Form_D
Enter Unit Contact Tally Summaries- Form_E
Calculations/Reports
Log Off

user Stone Phillips has been Approved

As soon as Stone has been approved, Stone as the Reporting Assistant can log on and enter data. (There can also be Assistants at the Department level.)

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Welcome to the Language Survey Program
and the Implementation Program Questionnaire Process!

Signup Complete
   Please print this out for future reference. If you forget your password,
Call the State Personnel Board Language Survey Program (916.651-8220).

User ID: SPhillips
Password: XXXXXXXXXXX

Department: TRADE AND COMMERCE AGENCY
Reporting Group: Division of Science, Technology, & Innovation
Email: sphillips@spb.ca.gov
First Name: Stone
Last Name: Phillips
Phone: 916-651-9017
Extension:
Thank you for signing up. Please notify your Department's Bilingual
Services Coordinator so they can activate your logon. You will not be able
to access this account until you have been activated. If you have any
questions, or if your account is not active within 24 hours, please call your
Departmental Bilingual Services Coordinator.

| Return Login Page |

Language Survey Sign-In

Implementation Plan Sign-In

After receiving confirmation, Stone logs off the Signup system.

Language Survey

Login.cfm

Current Users... Please Login	
User ID:	SPhillips
Password:	************
	Continue

←

New Users Sign Up Here

Instructions and Forms

Exit to the SPB Home Page

Stone as the Reporting Assistant now logs on and starts entering data.

State of California Language Survey System

Language Survey

	The following survey is available for Data Entry and Edit.				
Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
2	2003 Language Survey	2003	01/01/04	02/01/04	Edit Survey Info
	PICK A DIFFERENT SURVEY TO WORK ON				

Instructions and forms

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Stone now chooses "Add/Edit Units" function.

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Language Survey

2003 Language Survey

Instructions and forms **SURVEY INFORMATION DATA ENTRY** Change My User Information Add/Edit Units Enter Employee Staff Census- Form_D Enter Unit Contact Tally Summaries- Form_E Calculations/Reports **Log Off**	
	Add or Update Units Reporting Group: Division of Science, Technology, & Innovation Add New Unit ⬅

Stone will begin by adding Unit Descriptions for the Division of Science, Technology, & Innovation.

Language Survey

BILINGUAL SERVICES PROGRAM

2003 Language Survey

Instructions and forms

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E

Calculations/Reports

Log Off

Reporting Area: Division of Science, Technology, & Innovation.	
New Unit Name:	Science Testing
County:	SACRAMENTO ⬅
ZipCode:	95816

Add This Unit

Stone enters a Unique Unit Description for the Division of Science, Technology, & Innovation entitled "Science Testing". He continues to designate the county and the associated zip code.

State of California Language Survey System

Language Survey

2003 Language Survey

	'Science Testing'
Instructions and forms	Unit: **'Science Testing'** has been added.
SURVEY INFORMATION DATA ENTRY	Add or change Another Unit? ⬅
Change My User Information	
Add/Edit Units	
Enter Employee Staff Census-Form_D	
Enter Unit Contact Tally Summaries-Form_E	
Calculations/Reports	
Log Off	

He can continue to add units for the Division of Science, Technology, & Innovation until all necessary units have been added .

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Language Survey

BILINGUAL SERVICES PROGRAM

2003 Language Survey

'Science Testing'
Instructions and forms	Unit: **'Science Testing'** has been added.
	Add or change Another Unit?

Instructions and forms

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

The next step is to prepare the survey packages for the Units. All of the forms will be available on the Web site. It would be best to ensure that your Reporting Assistants are able to print the forms off the on-line reporting system.

Language Survey

BILINGUAL
SERVICES
PROGRAM

INTRODUCTION

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The forms, instructions and other related information provided on this Web site are for use in conducting and reporting the department's language survey data. Each department must designates a Language Survey Coordinator who is responsible for overseeing the administration of its survey and for ensuring that complete and accurate information is reported to the SPB.

2003-2004 Language Survey

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- Deficiency Report & Corrective Action Plan
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- Recommended Staffing Summary & Plan for Delivery of Service
  (Available on-line January 2004)
- Identifying Bilingual Position Needs and Calculating Deficiencies -
  WORD Document
- Language Identification Guide
- Language Survey Training Memorandum - **WORD** Document

- Form A - Departmental Information
- Form B - Public Contact Tally Sheet
- Form C - Public Contact Employee Identification ⟵
- Form D - Unit Staff Summary
- Form E - Unit Contact Summary
- Internal Populations Counts
- Form G - Request for Exemption
- Ethnologue: Languages of the World

State Personnel Board Home Page

Language Survey Login

Stone, the Reporting Assistant, accesses the Instructions and Forms on the Web site. He selects the Public Contact Employee Identification Form.

2003-2004 LANGUAGE SURVEY
PUBLIC CONTACT EMPLOYEE INFORMATION
(FORM C)

Trade and Commerce Agency
(Department Name)

Reporting Group: Technology, & Innovation Division of Science	Unit Name: Science Testing	
City: Sacramento	County: Sacramento	Zip Code: 95816

Employee's Name:

Class Title:	Class Code:

Time Base:
☐ Full-Time ☐ Part-Time Equivalency: _____ ☐ Intermittent Equivalency: _____
[Hours Worked/80]¹   [Hours Worked/80]¹

Language Fluency (See Languages/Codes on Reverse Side)	Bilingual Certification	Year Passed Oral Fluency Exam:	Receiving Bilingual Pay
☐ English (ENG) Only			
☐ Spanish (SPN)	☐ Not Certified		
	☐ Certified By: ☐ State Personnel Board (SPB) ☐ Los Angeles Unified School District (LAUSD) ☐ State Department (Specify): _____ ☐ Other (Specify): _____	_____ _____	☐ Yes ☐ No
☐ _____	☐ Not Certified		
	☐ Certified By: ☐ State Personnel Board (SPB) ☐ Los Angeles Unified School District (LAUSD) ☐ State Department (Specify): _____ ☐ Other (Specify): _____	_____ _____	☐ Yes ☐ No
☐ _____	☐ Not Certified		
	☐ Certified By: ☐ State Personnel Board (SPB) ☐ Los Angeles Unified School District (LAUSD) ☐ State Department (Specify): _____ ☐ Other (Specify): _____	_____ _____	☐ Yes ☐ No

Instructions

Each Public Contact employee must complete only one Form C and submit it at the end of the two-week survey period [part-time and intermittent employees must enter hours worked at the end of the two-week survey period].

Any public contact employee that indicates he/she possesses bilingual language fluency, must complete all information related to his/her certification. Any questions regarding the employee's bilingual fluency certification or bilingual pay should be directed to the department's Language Survey Coordinator or Personnel Office for response.

¹ Total Hours Worked During Two Survey Weeks/80 hours (e.g. 56 hrs./80 = 0.7 PY)

Rev. 10/2003

Stone, the Reporting Assistant, has pre-filled the Department, Reporting Group, and Unit information before duplicating and distributing the forms. He may include the Tally forms at the same time or distribute them later.

2003-2004 LANGUAGE SURVEY
UNIT STAFF SUMMARY
(FORM D)

Trade and Commerce Agency
(Department Name)

Reporting Group: Division of Science, Technology, & Innovation		Unit Name: Science Testing	
City: Sacramento	County: Sacramento		Zip Code: 95816

INCLUDE ALL PUBLIC CONTACT STAFF, INCLUDING ENGLISH-SPEAKING

Language Fluency	CERTIFIED BILINGUAL						NOT CERTIFIED BILINGUAL		
	Full-Time		Part-time Equivalent [Hours/80]		Intermittent Hours [Hours/80]		Full-Time	Part-time Equivalent [Hours/80]	Intermittent Hours [Hours/80]
	BP²	NBP¹	BP²	NBP¹	BP²	NBP¹			
English ONLY (ENG)	▓	▓	▓	▓	▓	▓	73	1	2
Spanish (SPN)									
American Sign (ASL)									
Amis [Taiwan] (ALV)									
Arabic (ARA)							1		
Armenian (ARM)									
Cambodian/Khmer (KHM)									
Cantonese/Yue (YUH)	1							.5	
Croatian (SCR)									
Farsi/Persian (PES)									
French (FRE)									
German (GER)									
Hebrew (HEB)									
Hindi (HIN)									
Hmong (HMG)									
Ilocano (ILO)									
Indonesian (IND)									
Page Total	1						74	1.5	2

¹/Total hours worked over two-week survey period÷ 80 Hours
²/BP = Receiving Bilingual Pay ¹/NBP = Not Receiving Bilingual Pay

Additional Languages on Reverse (Side 2)

When the completed forms are returned to Stone from the Unit, he completes Form D – Unit Staff Summary – by summarizing the employee data from Forms C.

Language Survey

BILINGUAL
SERVICES
PROGRAM

2003 Survey

**SURVEY
INFORMATION
DATA ENTRY**

Change My User
Information

Add/Edit Units

Enter Employee
Staff Census-
Form_D   ⬅

Enter Unit Contact
Tally Summaries-
Form_E

Calculations/Reports

Log Off

The following survey is available for Data Entry and Edit.					
Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
2	2003 Language Survey	2003	01/01/2004	02/01/2004	Edit Survey Info

PICK A DIFFERENT SURVEY TO WORK ON

Instructions and
forms

**SURVEY
INFORMATION
DATA ENTRY**

Change My User
Information

Add/Edit Units

Enter Employee
Staff Census-
Form_D

Enter Unit Contact
Tally Summaries-
Form_E

Calculations/Reports

Log Off

Enter **Unit Staffing** Information - Form D

Reporting Groups and Units

Reporting Group: Division of Science, Technology, & Innovation

- **Science Testing**   ⬅

When the Unit Staff Census forms are complete, Stone is ready to enter the data into the computer. He starts with the Science Testing Unit.

State of California Language Survey System

Language Survey

CALIFORNIA STATE
PERSONNEL BOARD

BILINGUAL
SERVICES
PROGRAM

2003 Language Survey

UnitStaff1.cfm

Form D - Unit Staff Census - Public Contact Staff Totals

Unit: Science Testing County: SACRAMENTO Zip Code: 95816	Staff Receiving Bilingual Pay:	1

Total Unit Public Contact Staff: 0.00 (The sum of all public contact staff)

TOTAL UNIT STAFF Counts
Include all English Speaking AND Bilingual public contact employees

Number of Full Time Staff:	Part Time (FT Equiv.) Staff:	Intermittent Staff:	Intermittent Hours:
75	1.5	2	60

Update Unit Staff Totals

All Done - No more Staff to add.

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State of California Language Survey System

Language Survey

BILINGUAL
SERVICES
PROGRAM

2003 Language Survey

UnitStaff1.cfm

Form D - Unit Staff Census - Public Contact Staff Totals

Unit: Science Testing County: SACRAMENTO Zip Code: 95816	Staff Receiving Bilingual Pay:	1

Total Unit Public Contact Staff: 77.30 (The sum of all public contact staff)

TOTAL UNIT STAFF Counts
Include all English Speaking AND Bilingual public contact employees

Number of Full Time Staff:	Part Time (FT Equiv.) Staff:	Intermittent Staff:	Intermittent Hours:
75	1.50	2	60

Update Unit Staff Totals

All Done - No more Staff to add.

ADD BILINGUAL STAFF Counts (DO NOT ENTER CONTACTS ON THIS PAGE.)

Language:	CANTONESE
If the language is not listed, please enter it here:	

	FT	PT	Int	IntHrs
CERTIFIED FLUENT	1	0.00	0	0
FLUENT NOT CERTIFIED	0	.5	0	0

Add Bilingual STAFF Counts

All Done - No more Staff to add.

Sidebar:
Instructions and forms
SURVEY INFORMATION DATA ENTRY
Change My User Information
Add/Edit Units
Enter Employee Staff Census- Form_D
Enter Unit Contact Tally Summaries- Form_E
Calculations/Reports
Log Off

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Language Survey

2003 Language Survey

UnitStaff1.cfm

Form D - Unit Staff Census - Public Contact Staff Totals

Unit: Science Testing County: SACRAMENTO Zip Code: 95816	Staff Receiving Bilingual Pay:	10

Total Unit Public Contact Staff: 77.30 (The sum of all public contact staff)

TOTAL UNIT STAFF Counts
Include all English Speaking AND Bilingual public contact employees

Number of Full Time Staff:	Part Time (FT Equiv.) Staff:	Intermittent Staff:	Intermittent Hours:
75	1.50	2	60

Update Unit Staff Totals

All Done - No more Staff to add.

BILINGUAL STAFF Counts on File

LANGUAGE	Certified / Not Certified	FT	PT	Int	IntHrs	Action	Contacts*
English							0
CANTONESE	CERTIFIED FLUENT	1	0.00	0	0	Change	0
	FLUENT NOT CERTIFIED	0	0.50	0	0	Count	

ADD BILINGUAL STAFF Counts (DO NOT ENTER CONTACTS ON THIS PAGE.)

Language:	AMERICAN SIGN ▼
If the language is not listed, please enter it here:	

	FT	PT	Int	IntHrs
CERTIFIED FLUENT	0	0.00	0	0
FLUENT NOT CERTIFIED	0	0	0	0

Add Bilingual STAFF Counts

All Done - No more Staff to add.

Instructions and forms

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Language Survey

2003 Language Survey

UnitStaff1.cfm

Form D - Unit Staff Census - Public Contact Staff Totals

| Unit: Science Testing County: SACRAMENTO   Zip Code: 95816 | Staff Receiving Bilingual Pay: | 1 |

Total Unit Public Contact Staff: 77.30 (The sum of all public contact staff)

TOTAL UNIT STAFF Counts
Include all English Speaking AND Bilingual public contact employees

Number of Full Time Staff:	Part Time (FT Equiv.) Staff:	Intermittent Staff:	Intermittent Hours:
75	1.50	2	60

Update Unit Staff Totals

All Done - No more Staff to add.

BILINGUAL STAFF Counts on File

LANGUAGE	Certified / Not Certified	FT	PT	Int	IntHrs	Action	Contacts*
English							0
ARABIC	CERTIFIED FLUENT	0	0.00	0	0	Change Count	0
	FLUENT NOT CERTIFIED	1	0.00	0	0		
CANTONESE	CERTIFIED FLUENT	1	0.00	0	0	Change Count	0
	FLUENT NOT CERTIFIED	0	0.50	0	0		

ADD BILINGUAL STAFF Counts (DO NOT ENTER CONTACTS ON THIS PAGE.)

Language:	SPANISH
If the language is not listed, please enter it here:	

	FT	PT	Int	IntHrs
CERTIFIED FLUENT	0	0.00	0	0
FLUENT NOT CERTIFIED	0	0	0	0

Add Bilingual STAFF Counts

All Done - No more Staff to add.

Continue adding language counts until all bilingual staff has been entered for the unit.

State of California Language Survey System

Language Survey

CALIFORNIA STATE
PERSONNEL BOARD

**BILINGUAL
SERVICES
PROGRAM**

2003 Language Survey

UnitStaff1.cfm

Form D - Unit Staff Census - Public Contact Staff Totals

Unit: Science Testing County: SACRAMENTO Zip Code: 95816	Staff Receiving Bilingual Pay:	1

Total Unit Public Contact Staff: 77.30 (The sum of all public contact staff)

TOTAL UNIT STAFF Counts
Include all English Speaking AND Bilingual public contact employees

Number of Full Time Staff:	Part Time (FT Equiv.) Staff:	Intermittent Staff:	Intermittent Hours:
75	1.50	2	60

Update Unit Staff Totals

All Done - No more Staff to add.

BILINGUAL STAFF Counts on File

LANGUAGE	Certified / Not Certified	FT	PT	Int	IntHrs	Action	Contacts*
English							0
ARABIC	CERTIFIED FLUENT	0	0.00	0	0	Change Count	0
	FLUENT NOT CERTIFIED	1	0.00	0	0		
CANTONESE	CERTIFIED FLUENT	1	0.00	0	0	Change Count	0
	FLUENT NOT CERTIFIED	0	0.50	0	0		
SPANISH	CERTIFIED FLUENT	0	0.00	0	0	Change Count	0
	FLUENT NOT CERTIFIED	0	0.00	0	0		

ADD BILINGUAL STAFF Counts (DO NOT ENTER CONTACTS ON THIS PAGE.)

Language:	AMERICAN SIGN ▾
If the language is not listed, please enter it here:	

	FT	PT	Int	IntHrs
CERTIFIED FLUENT	0	0.00	0	0
FLUENT NOT CERTIFIED	0	0	0	0

Add Bilingual STAFF Counts

All Done - No more Staff to add.

2003-2004 LANGUAGE SURVEY
UNIT CONTACT SUMMARY
(FORM E)

Trade and Commerce Agency
(Department Name)

Reporting Group: Division of Science, Technology, & Innovation				Unit Name: Science Testing			
City: Sacramento			County: Sacramento			Zip Code: 95816	

	Number of Contacts				Number of Contacts		
Language	Week 1	Week 2	Total	Language	Week 1	Week 2	Total
English (ENG)	500	245	745	Korean (KOR)			
Spanish (SPN)	150	50	200	Laotian (LAO)			
American Sign (ASL)				Mandarin (CHN)			
Arabic (ARA)	10	20	30	Mien (IUM)			
Armenian (ARM)				Polish (POL)			
Cambodian/Khmer (KHM)				Portuguese (POR)			
Cantonese/Yue (YUH)	11	11	22	Punjabi (PNJ)			
Croatian (SCR)				Samoan (SOM)			
Dutch (DUT)				Serbo-Croatian (SCC)			
Farsi/Persian (PES)				Somali (SOM)			
French (FRE)				Tagalog (TAL)			
German (GER)				Russian (RUS)			
Greek (GRE)				Urdu (URD)			
Hebrew (HEB)				Vietnamese (VIE)			
Hindi (HIN)							
Hmong (HMG)							
Ilocano (ILO)							
Indonesian (IND)							
Italian (ITN)							
Japanese (JPN)							

After the Unit Staff Census counts have been entered into the system, the Reporting Assistant sends out the Public Contact Tally Forms. When they are returned from the Units, they are summarized on form E, the Unit Contact Summary Form.

State of California Language Survey System

Language Survey

BILINGUAL SERVICES PROGRAM

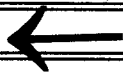**Instructions and forms**

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E

Calculations/Reports

Log Off

Enter **Unit Staffing** Information - Form D

Reporting Groups and Units

Reporting Group: Division of Science, Technology, & Innovation

- **Science Testing**

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State of California Language Survey System

Language Survey

Instructions and forms	**Form E - Public Contact Tally Summaries:**

Form E - Public Contact Tally Summaries:
Be sure to include contacts for all languages, including English

Unit: **Science Testing**

Language: ENGLISH ▾   Contacts: 745 ⟵

If the language is not listed, please enter it here: [   ]

Add

Language	Contacts	Action
Total Unit Contacts So Far:	0	

Return to Unit Selection

Stone enters his unit input which are: English 745, Arabic, 30, Cantonese, 22, and Spanish 200 as summarized from form E, the Unit Contact Summary Form.

State of California Language Survey System

Language Survey

Instructions and forms	**Form E - Public Contact Tally Summaries:** Be sure to include contacts for all languages, including English
SURVEY INFORMATION DATA ENTRY	Unit: Science Testing

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E

Calculations/Reports

Log Off

Language: CANTONESE   Contacts: 22 ←

If the language is not listed, please enter it here:

Add ←

Language	Contacts	Action
ARABIC	30	Change
ENGLISH	745	Change
Total Unit Contacts So Far:	775	

Return to Unit Selection

Instructions and forms	**Form E - Public Contact Tally Summaries:** Be sure to include contacts for all languages, including English
SURVEY INFORMATION DATA ENTRY	Unit: Science Testing

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E

Calculations/Reports

Log Off

Language: ARABIC   Contacts: 30 ←

If the language is not listed, please enter it here:

Add ←

Language	Contacts	Action
ENGLISH	745	Change
Total Unit Contacts So Far:	745	

Return to Unit Selection

State of California Language Survey System

Language Survey

BILINGUAL
SERVICES
PROGRAM

Form E - Public Contact Tally Summaries: Be sure to include contacts for all languages, including English

Unit: Science Testing

Language: [AMERICAN SIGN ▼]   Contacts: [_____]

If the language is not listed, please enter it here: [_____]

Add

Language	Contacts	Action
ARABIC	30	Change
CANTONESE	22	Change
ENGLISH	745	Change
SPANISH	200	Change
Total Unit Contacts So Far:	997	

Return to Unit Selection ⟵

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Language Survey

BILINGUAL SERVICES PROGRAM

2003 Survey

Instructions and forms	The following survey is available for Data Entry and Edit.					
SURVEY INFORMATION DATA ENTRY	Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
Change My User Information	2	2003 Language Survey	2003	01/01/2004	02/01/2004	Edit Survey Info
Add/Edit Units						
Enter Employee Staff Census-Form_D	PICK A DIFFERENT SURVEY TO WORK ON					
Enter Unit Contact Tally Summaries-Form_E						
Calculations/Reports						
Log Off						

After entering the contacts, Stone views and prints his unit summary at the "Calculations/Reports" prompt.

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Language Survey

2003 Language Survey

Instructions and forms	**Report Menu**	
SURVEY INFORMATION DATA ENTRY	These reports will open in a new window. To print them, use the "print" icon on your browser or select "File", then "Print" from the browser menu bar *while viewing your report.* Close the report window to return to this page.	
Change My User Information	All Units by Reporting Group	This report lists the **detail** information for all units by Reporting Group
Add/Edit Units		
Enter Employee Staff Census-Form_D	Unit Summaries by Reporting Group	This report lists the **summary** information for all units by Reporting Group
Enter Unit Contact Tally Summaries-Form_E	Choose a Unit to Print	Pick a Unit for **detail** information
Calculations/Reports	Deficiency Report	This report shows **detail** information for units with deficiencies.
Log Off		

The reports can be printed by using the print icon in the browser or by selecting File/Print from the Menu bar.

UNITS BY REPORTING GROUP

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

Unit Name: Science Testing | Public Contact Staff: 77.3

LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
ENGLISH	745	19370	74.7	0	0	0	0	0
SPANISH	200	5200	20.1	0	16	16	0	0
ARABIC	30	780	3.0	0	2	0	2	1
CANTONESE	22	572	2.2	1	2	0	1	1
UNIT TOTAL	997	25922	100.0	1	20	16	3	2

REPORTING GROUP TOTALS BY LANGUAGE

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
ARABIC	30	780	3.0	0	2	0	2	1
CANTONESE	22	572	2.2	1	2	0	1	1
ENGLISH	745	19370	74.7	0	0	0	0	0
SPANISH	200	5200	20.1	0	16	16	0	0
TOTAL	997	25922		1	20	19	0	2
GRAND TOTAL	997	25922		1	20	16	3	2

UNITS BY REPORTING GROUP

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

Unit Name: Science Testing | Public Contact Staff: 77.3

LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
ENGLISH	745	19370	74.7	0	0	0	0	0
SPANISH	200	5200	20.1	0	16	16	0	0
ARABIC	30	780	3.0	0	2	0	2	1
CANTONESE	22	572	2.2	1	2	0	1	1

UNITS REPORTING DEFICIENCIES

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

Unit Name: Science Testing				Public Contact Staff: 77.3				
LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
SPANISH	200	5200	20.1	0	16	16	0	0

State Personnel Board Language Survey Program

Language Survey

BILINGUAL
SERVICES
PROGRAM

Login.cfm

Current Users... Please Login	
User ID:	BHatfield ⬅
Password:	**************
	Continue

New Users Sign Up Here

Instructions and Forms

Exit to the SPB Home Page

At any time, the Language Survey Coordinator, Barbara, can log in and view, edit, or enter data and reports for any

State of California Language Survey System

Language Survey

The following survey is available for Data Entry and Edit.					
Survey No.	**Survey Name**	**Survey Yr.**	**Week 1 Start**	**Week 2 Start**	
2	2003 Language Survey	2003	01/01/2004	02/01/2004	Edit Survey Info

PICK A DIFFERENT SURVEY TO WORK ON

Instructions and forms

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E

Calculations/Reports

Log Off

Language Survey

Enter **Unit Staffing** Information - Form D

Reporting Groups and Units

Reporting Group: Administration

- No units on file for this Group.

Reporting Group: Division of Administration and Finance

- **Administrative Services**
- **Contract, Grant and Loan Office**

Reporting Group: Division of Science, Technology, & Innovation

- **Science Testing**

Reporting Group: Division of Tourism

- No units on file for this Group.

Reporting Group: Economic Development Division

- **Bay Area Regional Office**
- **California Film Commission**
- **Los Angeles Regional Office**
- **Major Corporate Projects**
- **Military Base Retention and Reuse**
- **Office of Business Development**
- **Office of Small Business**
- **Sacramento Regional Office**
- **San Diego Regional Office**
- **Small Business Development Center**

Reporting Group: Economic Research and Strategic Initiatives

- No units on file for this Group.

Reporting Group: Infrastructure and Economic Development Bank

- No units on file for this Group.

Reporting Group: International Trade and Investment Division

- **Cal-Mex Affairs**
- **California Export Finance Office**

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- **Commission of the Californias**
- **Environmental Technology Export Program**
- **Office of Export Development**
- **Office of Foreign Investment**

Reporting Group: Marketing and Communications

- No units on file for this Group.

Reporting Group: Master

- No units on file for this Group.

Reporting Group: Office of the Secretary

- No units on file for this Group.

Reporting Group: Reporting

- No units on file for this Group.

State of California Language Survey System

Language Survey

2003 Language Survey

Instructions and forms	UnitStaff1.cfm

Form D - Unit Staff Census - Public Contact Staff Totals

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E

Calculations/Reports

Log Off

Unit: Science Testing County: SACRAMENTO Zip Code: 95816	Staff Receiving Bilingual Pay:	10

Total Unit Public Contact Staff: 77.30 (The sum of all public contact staff)

TOTAL UNIT STAFF Counts
Include all English Speaking AND Bilingual public contact employees

Number of Full Time Staff:	Part Time (FT Equiv.) Staff:	Intermittent Staff:	Intermittent Hours:
75	1.50	2	60

Update Unit Staff Totals

All Done - No more Staff to add.

BILINGUAL STAFF Counts on File

LANGUAGE	Certified / Not Certified	FT	PT	Int	IntHrs	Action	Contacts*
English							30
ARABIC	CERTIFIED FLUENT	0	0.00	0	0	Change Count	30
	FLUENT NOT CERTIFIED	1	0.00	0	0		
CANTONESE	CERTIFIED FLUENT	1	0.00	0	0	Change Count	22
	FLUENT NOT CERTIFIED	0	0.50	0	0		
SPANISH	CERTIFIED FLUENT	0	0.00	0	0	Change Count	200
	FLUENT NOT CERTIFIED	0	0.00	0	0		

ADD BILINGUAL STAFF Counts (DO NOT ENTER CONTACTS ON THIS PAGE.)

Language:	AMERICAN SIGN ▼
If the language is not listed, please enter it here:	

	FT	PT	Int	IntHrs
CERTIFIED FLUENT	0	0.00	0	0
FLUENT NOT CERTIFIED	0	0	0	0

Add Bilingual STAFF Counts

All Done - No more Staff to add.

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State of California Language Survey System

Language Survey

2003 Survey

Instructions and forms	The following survey is available for Data Entry and Edit.					
	Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
ADMINISTRATIVE FUNCTIONS:	2	2003 Language Survey	2003	01/01/2004	02/01/2004	Edit Survey Info
View / Define Surveys						
Select, Add or Edit a Reporting Group		**PICK A DIFFERENT SURVEY TO WORK ON**				

Instructions and forms

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census- Form_D

Enter Unit Contact Tally Summaries- Form_E ⟵

Calculations/Reports

Log Off

Language Survey

BILINGUAL SERVICES PROGRAM

2003 Language Survey

Instructions and forms	Report Menu	
ADMINISTRATIVE FUNCTIONS:	These reports will open in a new window. To print them, use the "print" icon on your browser or select "File", then "Print" from the browser menu bar *while viewing your report.* Close the report window to return to this page.	
View / Define Surveys	All Units by Reporting Group	This report lists the **detail** information for all units by Reporting Group
Select, Add or Edit a Reporting Group	Unit Summaries by Reporting Group	This report lists the **summary** information for all units by Reporting Group
View/Approve Reporting Assistants	Choose a Unit to Print	Pick a Unit for **detail** information
SURVEY INFORMATION DATA ENTRY	Deficiency Report	This report shows **detail** information for units with deficiencies.
Change My User Information	Department Summaries	This is a summary report for all contacts reported for the Departments.
Add/Edit Units	Recommended Staffing Summary by Department	This is a summary of bilingual staffing that is recommended but not required.
Enter Employee Staff Census-Form_D		
Enter Unit Contact Tally Summaries-Form_E		
Calculations/Reports		
Log Off		

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Language Survey

BILINGUAL SERVICES PROGRAM

2003 Language Survey

Enter **Tally Summary** Information - Form E

Reporting Groups and Units

Reporting Group: Division of Administration and Finance

- **Administrative Services**
- **Contract, Grant and Loan Office**

Reporting Group: Division of Science, Technology, & Innovation

- **Science Testing**

Reporting Group: Division of Tourism

- No units on file for this Group.

Reporting Group: Economic Development Division

- **Bay Area Regional Office**
- **California Film Commission**
- **Los Angeles Regional Office**
- **Major Corporate Projects**
- **Military Base Retention and Reuse**
- **Office of Business Development**
- **Office of Small Business**
- **Sacramento Regional Office**
- **San Diego Regional Office**
- **Small Business Development Center**

Reporting Group: Economic Research and Strategic Initiatives

- No units on file for this Group.

Reporting Group: Infrastructure and Economic Development Bank

- No units on file for this Group.

Reporting Group: International Trade and Investment Division

- **Cal-Mex Affairs**
- **California Export Finance Office**
- **Commission of the Californias**
- **Environmental Technology Export Program**
- **Office of Export Development**

- **Office of Foreign Investment**

Reporting Group: Marketing and Communications

- No units on file for this Group.

Reporting Group: Master

- No units on file for this Group.

Reporting Group: Office of the Secretary

- No units on file for this Group.

State of California Language Survey System

Language Survey

Instructions and forms	

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Form E - Public Contact Tally Summaries: Be sure to include contacts for all languages, including English

Unit: **Science Testing**

Language: AMERICAN SIGN ▼   **Contacts:** _____

If the language is not listed, please enter it here: _____

Add

Language	Contacts	Action
ARABIC	30	Change
CANTONESE	22	Change
ENGLISH	745	Change
SPANISH	200	Change
Total Unit Contacts So Far:	997	

Return to Unit Selection

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Language Survey

BILINGUAL SERVICES PROGRAM

2003 Survey

Instructions and forms	The following survey is available for Data Entry and Edit.					
ADMINISTRATIVE FUNCTIONS:	Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
View / Define Surveys	2	2003 Language Survey	2003	01/01/2004	02/01/2004	Edit Survey Info
Select, Add or Edit a Reporting Group						
View/Approve Reporting Assistants	PICK A DIFFERENT SURVEY TO WORK ON					

Instructions and forms

ADMINISTRATIVE FUNCTIONS:

View / Define Surveys

Select, Add or Edit a Reporting Group

View/Approve Reporting Assistants

SURVEY INFORMATION DATA ENTRY

Change My User Information

Add/Edit Units

Enter Employee Staff Census-Form_D

Enter Unit Contact Tally Summaries-Form_E

Calculations/Reports

Log Off

Language Survey

BILINGUAL
SERVICES
PROGRAM

2003 Language Survey

Instructions and forms	Report Menu	
ADMINISTRATIVE FUNCTIONS:	These reports will open in a new window. To print them, use the "print" icon on your browser or select "File", then "Print" from the browser menu bar *while viewing your report.* Close the report window to return to this page.	
View / Define Surveys	All Units by Reporting Group	This report lists the **detail** information for all units by Reporting Group
Select, Add or Edit a Reporting Group	Unit Summaries by Reporting Group	This report lists the **summary** information for all units by Reporting Group
View/Approve Reporting Assistants	Choose a Unit to Print	Pick a Unit for **detail** information
SURVEY INFORMATION DATA ENTRY	Deficiency Report	This report shows **detail** information for units with deficiencies.
Change My User Information	Department Summaries	This is a summary report for all contacts reported for the Departments.
Add/Edit Units Enter Employee Staff Census-Form_D	Recommended Staffing Summary by Department	This is a summary of bilingual staffing that is recommended but not required.
Enter Unit Contact Tally Summaries-Form_E		
Calculations/Reports		
Log Off		

UNITS BY REPORTING GROUP

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

Unit Name: Science Testing | Public Contact Staff: 77.3

LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
ENGLISH	745	19370	74.7	0	0	0	0	0
SPANISH	200	5200	20.1	0	16	16	0	0
ARABIC	30	780	3.0	0	2	0	2	1
CANTONESE	22	572	2.2	1	2	0	1	1

REPORTING GROUP TOTALS BY LANGUAGE

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
ARABIC	30	780	3.0	0	2	0	2	1
CANTONESE	22	572	2.2	1	2	0	1	1
ENGLISH	745	19370	74.7	0	0	0	0	0
SPANISH	200	5200	20.1	0	16	16	0	0
TOTAL	997	25922		1	20	19	0	2
GRAND TOTAL	997	25922		1	20	16	3	2

Language Survey

BILINGUAL
SERVICES
PROGRAM

2003 Language Survey

ALL UNITS BY REPORTING GROUP
Return to Report Menu

Reporting Group: Division of Administration and Finance

- Administrative Services
- Contract, Grant and Loan Office

Reporting Group: Division of Science, Technology, & Innovation

- Science Testing

Reporting Group: Division of Tourism

- No units on file for this Group.

Reporting Group: Economic Development Division

- Bay Area Regional Office
- California Film Commission
- Los Angeles Regional Office
- Major Corporate Projects
- Military Base Retention and Reuse
- Office of Business Development
- Office of Small Business
- Sacramento Regional Office
- San Diego Regional Office
- Small Business Development Center

Reporting Group: Economic Research and Strategic Initiatives

- No units on file for this Group.

Reporting Group: Infrastructure and Economic Development Bank

- No units on file for this Group.

Reporting Group: International Trade and Investment Division

- Cal-Mex Affairs
- California Export Finance Office
- Commission of the Californias
- Environmental Technology Export Program
- Office of Export Development
- Office of Foreign Investment

Reporting Group: Marketing and Communications

- No units on file for this Group.

Reporting Group: Master

- No units on file for this Group.

Reporting Group: Office of the Secretary

- No units on file for this Group.

Return to Report Menu

UNITS REPORTING DEFICIENCIES

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

Unit Name: Science Testing				Public Contact Staff: 77.3				
LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
SPANISH	200	5200	20.1	0	16	16	0	0

DEPARTMENT TOTALS BY LANGUAGE

Department: TRADE AND COMMERCE AGENCY

LANGUAGE	CONTACTS	ANNUAL	%	STAFFING	DEFICIENCY	RECOMMENDED
ARABIC	30	780	3.0	0	0	2
CANTONESE	22	572	2.2	1	0	1
ENGLISH	745	19370	74.7	76	0	0
SPANISH	200	5200	20.1	0	16	0
TOTAL	997	25922		77	16	3

Language Survey Coordinator	Director/Chief of Administration

ADDITIONAL STAFFING RECOMMENDED

Department: TRADE AND COMMERCE AGENCY

Reporting Group: Division of Science, Technology, & Innovation

Unit Name: Science Testing				Public Contact Staff: 77.3				
LANGUAGE	CONTACTS	ANNUAL	%	CERTIFIED BILINGUAL	NEEDED	DEFICIENCY	RECOMMENDED	NOT CERTIFIED BILINGUAL
ARABIC	30	780	3.0	0	2	0	2	1
CANTONESE	22	572	2.2	1	2	0	1	1

Language Survey

**BILINGUAL
SERVICES
PROGRAM**

2003 Survey

The following survey is available for Data Entry and Edit.					
Survey No.	Survey Name	Survey Yr.	Week 1 Start	Week 2 Start	
2	2003 Language Survey	2003	01/01/2004	02/01/2004	Edit Survey Info

PICK A DIFFERENT SURVEY TO WORK ON

Barbara as Language Coordinator completes all required input for the
Department. She prints out the checklist from the instructions and forms list to
make sure she has completed all the requirements.